

# **San Francisco Police Department**

## **Forensic Services Division**



### **Request for Proposal-**

### **Automated Biometric Identification System**

### **Section 01 – Business/Proposal Requirements**

**March 31, 2009**

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## 1 INTRODUCTION

This Request for Proposal (RFP) is issued by San Francisco Police Department (SFPD) Forensic Services Division (FSD) and the San Francisco Office of Contract Administration (OCA) with the intent to solicit Proposals, including product, delivery, management, and pricing elements, from qualified vendors with prior successful experience<sup>1</sup> in implementing Automated Biometric Identification System (ABIS) solutions and/or specified components equipped with the latest, proven<sup>2</sup> algorithms, hardware and software using Commercial-off-the-Shelf (COTS) products, professional services, and where necessary to meet mandatory and/or desired requirements, customized products and services.

The primary goal of this RFP process is to procure and implement a new ABIS solution to replace the current AFIS system at SFPD. The new solution is expected to deliver excellent performance (matching accuracy, response time, error reduction). The new ABIS will also enable SFPD-FSD to begin an incremental process towards its end-vision, to establish an identification service infrastructure supporting improving policing across SFPD, the San Francisco Sheriffs Department, the City and County of San Francisco Courts, the broader Corrections systems, the regional bay area, and the State of California. This RFP is the first in a series of steps that will support putting in place a long-term flexible identity service infrastructure to support the current and future needs to SFPD for the next 10+ years.

SFPD-FSD intends to select one or more vendors for initial project implementation and support contracts for up to five years, and options to continue support contracts for a period of up to five years each, which the City may exercise in its sole absolute discretion.

In addition to the procurement and migration to a new ABIS, SFPD requests proposals to support a series of other elements crucial to establishing its vision, including Biometric Devices, Livescan Stations, Application Server/Database Infrastructure, Mobile Devices, and Facial Recognition/Matching. In all this RFP includes up to fifteen (15) Contract Line Items (CLINs) for which offerors may respond. Each CLIN is a stand-alone item in the bidder's response with regards to product, delivery, management, and price. Offerors are encouraged to submit proposals for one or more CLINS and may develop proposals that assume directly related CLINS are jointly awarded to provide a 'best-value' solution to the customer.

The new SFPD-FSD ABIS shall support capture, storage, indexing, searching and matching of fingerprints and palm prints of individuals in connection with criminal justice and civil purposes. The ABIS shall support integration with the existing Information Technology operations and related infrastructure within the SFPD.

To acquire an ABIS that best meets the needs of stakeholders, SFPD-FSD is seeking the new ABIS solution from system integrators and/or ABIS component vendors who have the capability (product and services) and experience to bring this large-scale mission critical project to successful completion within the timeframes defined.

SFPD-FSD has defined a structured procurement process that is intended to support a collaborative interaction with the prospective vendors. SFPD, in the summer of 2008, issued and received thirteen (13) responses to an ABIS Request for Information (RFI), providing a wide set of inputs to the process. In support of this procurement, a Bidder's Conference has been included within the procurement timeline. Prospective vendors will have opportunity via a Q&A and Comment process as well as the Bidder's Conference to receive clarifying information in support of their proposal(s). Vendor communication with SFPD personnel is prohibited with the exception of the defined activities during and in support of the procurement process.

SFPD-FSD has executed a deliberate, structured process to investigate the marketplace, gather user requirements and input, understand lessons learned from similar procurements, coordinate with Federal, State, and Local communities, and map a procurement methodology that is intended to maximize functionality and success, while managing the delivery of best-value components in a fast, low-risk, effective manner.

This Business/Proposal RFP section details those elements relevant to the Business Requirements and Proposal Submission for the RFP/CLINS, including Proposal Requirements, Past Performance, Schedule, Evaluation Criteria and Process, Bidder/Customer Interaction, and Selection/Award/Negotiation activities.

## 1.1 GOALS AND OBJECTIVES

The key goals and objectives established by SFPD for this procurement are:

- Improve the personnel safety and decision-making of law enforcement through the quick delivery of correct identity-related information and results;
- Improve identification accuracy and response times, while simultaneously improving and enhancing crime solving capabilities;
- Introduce new ABIS-centric applications for key officers and managers within the SFPD and broader law enforcement enterprise;
- Migrate SFPD-FSD to an Identity Services Architecture supported by Services Oriented Architecture (SOA) in the form of web services while, establishing the basis of an Enterprise Service Bus (ESB) to improve the ability to process and share information both internally and externally with key stakeholders;

- Enable the addition or replacement of biometric modalities (engines) to achieve and maintain best-in-class performance via vendor neutrality today and in the future.

The new SFPD-FSD ABIS will be used to support the mission-critical objective of providing authorized personnel and stakeholders access to identity and identity-related information and positive identification results through the rapid and accurate processing of criminal facial, fingerprint, palmprint and latent biometric transactions, as well as civil fingerprint (criminal history check) transactions.

Interoperability with State and Federal automated biometric identification systems and a high availability solution, based on web services for business continuity and ease of expandability with new and future services, are important requirements for the new ABIS.

SFPD envisions that the new ABIS will include, but not be limited to, such features as superior encoding and matching accuracy; faster, more real time identification processing; lower operating costs; automated quality assurance checks that can operate efficiently with or without human intervention; tailored and flexible workflows and results-fusion to meet the mission critical and changing business needs of SFPD and to reduce dependency on the vendor.

SFPD, through a series of stakeholder interactions, has identified the need and opportunity to substantially improve elements of the criminal justice system through the broader use of current technology as well as through the introduction of new products and solutions. In support of these objectives, SFPD has included CLINS that will support integration and usage of existing and new systems to deliver and enhance identification throughout the criminal justice lifecycle.

Primary to the ability of law enforcement to support effective policing is the ability for the multiple systems across SFPD, SFSD (Sheriffs), Corrections, Courts, and the City and County of San Francisco to interact with identity information. In support of this objective, this RFP includes the definition and procurement of an Application Server infrastructure (CLIN-004) to support long-term interaction with the multiple elements within the broader law enforcement community.

The use of identification is most valuable when delivered at close to the point of interaction with an individual. To this end, this RFP includes elements to replace and enhance the ability for officers to perform fingerprint identification at the station, courtroom, and jail (CLIN 003 – Fixed Post Identification System). The RFP also includes a CLIN to support the piloting of a mobile/hand-held solution, in order to deliver identification capability to the officer on patrol or in a vehicle. (CLIN-009 – Mobile Identification Solution).

SFPD-FSD has defined a vision and seeks to identify the partner(s) that will support their ability to reach these milestones quickly and effectively. This RFP process seeks a partner in establishing the next generation of regional identity infrastructure within the SFPD.

## 2 RFP CONTRACT LINE ITEMS

The procurement approach of this RFP is to replace the current Automated Fingerprint Identification System (AFIS) with an Automated Biometric Identification System (ABIS) and ABIS-centric applications and interfaces organized into multiple Contract Line Item (CLINs).

The intent of the SFPD-FSD is to incrementally build the system to ensure that 1) each contractor and ABIS component performs as required and specified; and 2) each incremental component of the ABIS (or improvement to the ABIS) can be implemented in a logical manner through use and familiarity. The table below outlines the CLIN structure. Section 02 – Technical RFP Requirements provides details for each element.

<u>CLIN</u>	<u>Description</u>
000	Digitization of Inked Card Data
001	Basic Automated Fingerprint Identification System (AFIS)
002	Basic Palmprint Identification System
003	Fixed Post Identification Solution (FPID)
004	Application, Workflow and Database Engines
005	Latent Encoding
006	Latent Encoding Electronic Conversion
007	Livescan Stations
008	Facial Recognition System (FRS)

009	Mobile ID Solution (Pilot)
010	NIST/NIJ Latent Interoperability Pilot
011/12/13/14	Customizations, Enhancements, Expansions

## 2.1 PROCUREMENT STRATEGY

SFPD-FSD recognizes that the multiple components included in this RFP range across a broad set of vendors and skill expertise. SFPD has specifically split the RFP into CLINs in order to support vendors submitting proposals in support of one or more areas of expertise without having to provide responses for each of the elements. It is the objective to procure some or all of these CLINS in response to this RFP, but in a priority order based on the immediate needs of the organization.

In direct response to this RFP, SFPD intends to procure the CLINS associated with the ABIS, including Migration, AFIS, and Palmprint, the Fixed Post Identification Devices, the Application Server and Database, and the Livescan devices. As adequate funding and bandwidth is available, the remaining CLINs may also be procured with this selection/award. Implementation of these remaining CLINs might be scheduled after completion of planned CLINs 0, 1, 2, 3, 4 and 7 procurement, or may be procured under a subsequent RFP(s).

Offerors are encouraged to submit responses that will provide 'best-value' solutions for SFPD for each CLIN. Although responses for each CLIN must be submitted separately, SFPD expects Offerors to provide responses that are co-dependent on the award of other CLINS where the natural interconnectivity of the CLINS is obvious.

As outlined within this document, the Procurement Schedule consists of a structured process to interact with Offerors, provide response and clarification to this RFP, and accept Proposals for some or all CLINs.

Details for submission are provided in Section 4. An overview of the submission requirements is included below.

Each Offeror responding to CLINs 0,1,2,5 and/or 6 is required to submit Past Performance information. Past Performance is a PASS/FAIL evaluation criterion. SFPD-FSD intends to procure from organizations that have previous and successful experience in providing technology and products as well as implementing similar or like-sized engagements on time and within proposed budgets. The lack of such experience in support of these projects represents an

unacceptable risk to SFPD-FSD and will disqualify the offeror from further consideration. (See Section 4.2)

Offerors are required to submit complete packages for each CLIN proposed. Cover sheets and assumptions within the CLIN packages will indicate when Offerors are providing Proposals for more than one CLIN with a submission.

For procurement of CLIN 1.2 ONLY , up to 6 short-listed vendors, based on initial proposal evaluation (see section 5.1, will be invited to San Francisco to (1) an oral interview and (2) provide a demonstration and familiarization of their product/solution (see section 5.2, paragraph 3).

Oral interviews, demonstrations and/or vendor visits for other CLINs is optional based on the SFPD Evaluation team's sole assessment that such event will better support a more complete evaluation.

### 3 PROCUREMENT SCHEDULE

In support of this RFP, SFPD-FSD has defined the following procurement timeline:

<u>Date</u>	<u>Activity</u>	<u>Responsible</u>
<b>3/31/09</b>	SFPD-FSD RFP Posted	SFPD
<b>4/7/09</b>	SFPD-FSD ABIS RFP Bidder's Conference (SFPD)	SFPD/En Pointe
<b>NLT 4/14/09</b>	Bidder's Q&A Due	Offerors
<b>NLT 4/14/09</b>	Offerors Past Performance Submission Due	Offerors
<b>NLT 4/30/09</b>	Q&A Responses Posted	SFPD
<b>5/22/09</b>	RFP Submissions Due, 12:00 Noon PDT	Offerors
<b>5/22 – 6/12/09</b>	Clarifications/Notifications to Offerors	SFPD



<b>6/8-6/19/09</b>	Clarification Response Due	Offerors
<b>6/15-6/19/09</b>	ABIS Short-Listed Vendor Interview and Demo Visits to SFPD	Offerors
<b>7/24/09</b>	Selection/Notification	SFPD

### 3.1 RFP QUESTION & ANSWER SUPPORT

Potential Offerors are encouraged to thoroughly read the Business and Technical RFP Volumes in support of the Bidder's Conference planned for April 7, 2009.

SFPD-FSD recognizes that the information and process presented within these documents may create questions or a need for clarification with the vendors. Potential Offerors may submit questions regarding this procurement via the written format outlined in Attachment A to [ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org). Submitted questions become the sole property of San Francisco Police Department. SFPD-FSD will post the questions and answers per the Procurement Schedule. Responses may result in the issuance of additional RFP documentation or updates to the Business or Technical RFP Volumes.

## 4 PROPOSAL REQUIREMENTS

This section outlines the requirements for the Offeror(s) with regard to submissions for this RFP.

### 4.1 CITY/COUNTY OF SAN FRANCISCO CONTRACTING REQUIREMENTS

1. The Proposer or Proposer Consortium's System Vendor must have recent experiences, acting on a prime vendor capacity, providing turnkey ABIS solutions to municipalities with similar populations and identifications volumes or greater. (See Section 4.2)
2. Proposers must offer an integrated commercial off the shelf (COTS) solution. Preference will be given to proven COTS solutions that are pre-configured and/or modifiable (using the Vendor System's inherent configuration tool) in order to meet CCSF's requirements. Proposers must be able to demonstrate that their current system application and architecture is in use at other customers as described in #1.

3. A statement from the Proposer in the Executive Summary letter to CCSF that the Proposer will submit documentation that it has complied with all of CCSF's Human Rights Commission (HRC) and Office of Contract Administration (OCA) requirements by the time of contract award.

#### 4.2 PAST PERFORMANCE REQUIREMENTS

In support of this RFP process SFPD-FSD will require vendors responding to specific CLINS to submit a minimum of two relevant Past Performance references, as detailed below.

A primary consideration for SFPD-FSD in this RFP is the selection of vendor (products and technology) and associated task management, implementation, and on-going support services that provide SFPD-FSD with a low-risk approach and technology to meeting current and future solution needs.

Offerors are required to submit a minimum of two (2) Past Performance references to SFPD-FSD per the defined procurement schedule.

Past Performance references are ONLY required for vendors submitting responses to any of the ABIS CLINS (CLIN 0, 1, 2, 5, 6). Offerors only submitting responses to the other Proposal elements are not required to submit Past Performance references outside of the CLIN Proposal Package.

SFPD-FSD will review the Past Performance reference and coordinate, with the Offeror, either by telephone or in-person meeting with the Reference Customer/Client. SFPD retains the right to contact any public customer of the Offeror to develop a more complete view of the Offeror's capability and history. SFPD will coordinate any such contact with the Offeror and accept Offeror input into the process to ensure a fair and balanced perspective is received.

Past Performance should be submitted as defined in Attachment B.

Acceptable Past Performance reference shall include:

1. A minimum of two (2) prior engagements completed within the last three (3) years.
2. Contracts/Engagements where the Offeror was either (a) the Prime Contractor or Product Provider or (b) the largest Sub-Contractor on the project.
3. Contracts/Engagements where the Product/Services to be proposed on the SFPD engagement for the applicable CLINS were used. (Earlier Product Versions are acceptable.)
4. Contracts of a similar size and nature to SFPD.

SFPD-FSD may elect to request clarifications from the Offeror on Past Performance at any point in the process.

Past Performance Citations are limited to five (5) pages per citation.

Solution and/or other technical material may be included. No marketing material should be included.

Past Performance is a PASS/FAIL criterion for this procurement. SFPD-FSD has scheduled the Past Performance submissions in order to efficiently evaluate and notify any proposers of their Past Performance PASS or FAIL status as early as possible. Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

#### 4.3 CLIN SUBMISSION REQUIREMENTS

In response to each CLIN, Offerors are required to follow the format and data requirements as described below. SFPD has attempted to define a structured, page-limited outline that will provide vendors with sufficient opportunity to fully describe their products, delivery, management, and pricing elements.

The Proposal for any CLIN is limited to a maximum of twenty (20) pages.

RFP CLIN submissions are page-limited to the limits defined within each section, not including the attached Requirements Matrix material. Submissions should focus on providing evaluators with specific information on how the offerors proposal best meets the requirements and general evaluation criteria, as in Sections 5.1 and 5.2. Marketing material that is not directly in response to the proposed CLIN elements will not be evaluated but will count against page count limits.

For each CLIN Response Offerors shall include the following sections. The overall submission (which may include multiple CLINS) should include a Cover Sheet from the Offeror identifying the included submissions and identifying an Offeror POC.

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##### 4.3.1 INTRODUCTION/OVERVIEW

The section should include the following material:

- Offeror Organization Information and POC info
- An Overview of the Offeror
- Information on any Partners and/or Teammates that provide product, technology, management, services, and/or support to the Offeror within this CLIN response

- Note: Cost information is not to be included in the Introduction/Overview

The introduction should include an executive summary of the CLIN proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal. The letter must also include a statement that your firm is able to comply with the City's contract requirements.

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#### 4.3.2 SOLUTION OVERVIEW

This section should include the following information:

- An overview of the Offerors' understanding of the SFPD-FSD objectives and goals as they relate to this CLIN.
- An overview of the Offerors' Solution to the CLIN.
- An overview of the Offerors' Task Approach, including resources and task management.
- Specific Confirmation that the Offeror's solution meets all Mandatory Requirements.
- Summary description of any significant Optional requirements which the Solution meets
- Benefits of Offeror's Solution and Approach.

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#### 4.3.3 DELIVERY TIMELINE

This section should include a detailed timeline and/or project plan that details the Offerors projected timeline to complete the CLIN required tasks. (Please document any assumptions regarding SFPD provided support.)

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#### 4.3.4 TASK MANAGEMENT

This section should include the Offeror's Project/Task Management approach including:

- Task Management Approach, including roles and responsibilities
- Proposed Performance Organization, including short descriptions of representative performance personnel
- Prior past experience, including existing plans, procedures, and/or processes that would de-risk the SFPD effort

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#### 4.3.5 PRODUCT DESCRIPTION

This section shall describe:

- The proposed product(s) including any 3<sup>rd</sup>-party, independent testing results. (i.e. NIST testing) [Note: Any provided testing results must be for the product/version proposed by the offeror.]
- The current Product description in sufficient detail to allow the evaluation team to assess the capability of the products against the Mandatory Requirements.
- A current Product Roadmap that extends at least twelve months, including version and project delivery/release dates.

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#### 4.3.6 ASSUMPTIONS

This section shall include:

- Any and all assumptions made by the Offeror in constructing this response.
- [Note: Include any assumptions related to the award of related CLINS to this Proposal.]
- [Note: Do not include any specific financial assumptions. Cost/Pricing Assumptions are to be included in the Cost Response.]

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#### 4.3.7 EXPERIENCE/OPERATIONAL SOLUTIONS

This section shall include:

- Information related to similar solutions using the proposed products and or solutions.
- [Note: This section is optional for CLIN Proposals where Past Performance has been previously submitted.]

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#### 4.3.8 COST (CLIN PROPOSAL ATTACHMENT)

Offerors shall submit, via a separate document a description of the proposed Cost for the CLIN Proposal including:

- A detailed description/break-down of the proposed cost to include:
  - Product Costs (including a description of the License Model proposed)
  - Task Management (including the total number of Hours/Rate)

- Professional/Implementation Services (Hours/Rate), and
  - Product Support (See below)
- A detailed breakdown of the Costs vs. Time and the proposed payment schedule for SFPD.
- A list of any assumptions related to the proposed Cost
- Offerors shall provide the following information for Product Support
  - Ninety (90) day Guarantee Period from Product Activation;
  - One (1) year of 5x12 Product Support;
  - Projected Operations and Maintenance Costs, including any fees above normal Maintenance Fees, for any associated H/W for a period of three (3) years;
  - Projected Operations and Maintenance Costs for any software, including any fees above normal Maintenance Fees, for a period of five (5) years;
  - A description of their Support and Maintenance Programs and projected pricing.
- The Offeror shall include within the Proposal a copy of any Product License Agreement(s) to cover proposed technology and products for the project.

[Note: Responses to Section 4.3.8 do not count against page count limits for the proposal.]

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#### 4.3.9 REQUIREMENTS MATRIX (TECHNICAL RFP APPENDIX D)

Offerors shall provide a completed Requirements Matrix (Appendix D, separately attached to the Technical RFP Volume) for both the General and CLIN specific requirements.

Offerors shall identify which requirements (Mandatory/Optional) are met through this solution and included in the Proposed Price. Offerors may include, with the Requirements Matrix, additional documentation to describe their interpretation and or assumptions associated with the specific requirements.

[Note: Requirements response component of the proposal does not count towards the Page Limit for the proposal.]

#### 4.4 RFP SUBMISSION REQUIREMENTS

##### Time and Place for Submission on Proposals:

Offerors' proposals must be **received** by 5:00 PM, PDT, on, May 22, 2009.

CLIN Proposal documents must be emailed, Delivery Receipt requested, to [ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org); the proposer bears the risk of delayed delivery by e-mail. The email submission must include separate Technical and Cost proposal documents. All Proposal documents shall be sent in Adobe PDF format.

**Note:** the SFPD email systems limits messages with attachments to 13MB in size. If your proposal exceeds this size, be sure to break it up into two or more email submissions.

In addition Offerors shall submit one hardcopy document to the address below. Proposals received via email are consider submitted on the date/time received. Hardcopy submissions must be received within forty-eight (48) hours of the deadline above. Proposals may be delivered in person and left with or mailed to:

Cydne Holt, Dir., Forensic Services Division  
San Francisco Police Department  
850 Bryant Street, Room 400  
San Francisco, CA 94103

Proposers shall submit all proposal materials in a sealed envelope clearly marked "SFPD ABIS RFP" to the above location. Proposals that are submitted by fax will not be accepted.

Late submissions will not be considered.

1. Submit one (1) copy of the Technical Proposal package (one 3-ring bound).
2. Submit a separate sealed envelope labeled "Cost Proposal."
3. Submit a separate sealed envelope labeled "HRC Forms", (2) copies, one original and one copy, of the forms listed in Section – Terms and Conditions for Receipts of Proposals. Include one original of HRC Nondiscrimination Affidavit, the compliance form for the City's Local Business Enterprise Ordinance. This form can be found at: <http://www.sfgov.org/site/uploadedfiles/sfhumanrights/db/HRC%20Attach%202%20A%20EPS%200107.doc>.  
This form will apply **only** to the successful proposer, but CCSF has found it helpful to obtain the form early in the RFP.
4. Submit a separate document that indicates whether you comply with the City's Equal Benefits Ordinance (see Attachment C). If you do not, please indicate whether: you intend to comply if award of this contract would depend upon compliance, you intend to comply in any event; or, you do not intend to comply.

## 5 EVALUATION CRITERIA

This section provides offers a summary of the criteria and process SFPD will follow in evaluating the Proposals.

### 5.1 EVALUATION CRITERIA

The primary objective for this procurement is the successful award, implementation, and transition of a new ABIS system for SFPD-FSD. This objective includes the procurement of multiple CLINs. As a secondary objective, SFPD intends to in parallel procure, install, and transition the infrastructure and application components that will support the successful establishment of the SFPD-FSD vision. This objective is critical to the success of improving overall policing and identity management within the San Francisco community.

To support these objectives SFPD-FSD established the following initial evaluation criteria for CLIN proposals.

The ultimate goal for SFPD is to procure a best-value solution.

<u>Proposal Criteria</u>	<u>Evaluation Elements</u>
COST/PRICE	<ul style="list-style-type: none"> <li>• The overall cost of the CLIN Proposal</li> <li>• The cost vs. time of the CLIN to take into account the O&amp;M costs over the H/W (3-yr) and S/W (5-yr) timeframes.</li> <li>• The proposed payment/schedule such that it task and acceptance based, tying accomplishments to payments.</li> <li>• The level of effort required by SFPD to support completion of the work.</li> </ul>
REQUIREMENTS	<ul style="list-style-type: none"> <li>• The satisfaction of all minimum requirements (MANDATORY, PASS/FAIL)</li> <li>• The extent by which OPTIONAL requirements are satisfied.</li> <li>• Whether MANDATORY or OPTIONAL requirements are satisfied by the proposer's current commercially available products.</li> </ul>



RISK	<ul style="list-style-type: none"> <li>• The projected level of risk associated with the Offerors proposal.</li> <li>• The prior, past, successful experience of the Offeror in completing tasks of similar size, nature, effort.</li> <li>• The task management plan, including risk, depth of planning and understanding, and margin.</li> </ul>
SCHEDULE	<ul style="list-style-type: none"> <li>• The proposed timeline for the task.</li> </ul>

## 5.2 EVALUATION CRITERIA RELATIONSHIP AND PROCESS

In order to support Offerors in constructing proposals SFPD defined initial evaluation criteria for CLIN proposals. The evaluation criteria are not all equal. The relationship between elements is shown below:

- COST is the most important evaluation factor.
- REQUIREMENTS are less important than COST, except that the failure to satisfy all MANDATORY requirements shall result in an UNACCEPTABLE evaluation.
- COST and REQUIREMENTS are both more important than RISK.
- SCHEDULE is the least important evaluation factor.

### Minimum Requirements:

Some requirements are Optional. Minimum requirements are Mandatory. Any proposal that does not demonstrate that the proposer meets the minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

The following are minimum requirements and in so are Mandatory:

- Past Performance for proposers of CLINs 0, 1,2,5 and/or 6 (see Section 4.2).
- All requirements identified in Appendix D to the ABIS Technical RFP document as Mandatory (M),

The ultimate goal for SFPD is to procure a best-value solution.

PAST PERFORMANCE (where applicable) and each Technical Requirement listed as Mandatory are PASS/FAIL criteria. Proposals from Offerors failing to submit required PAST PERFORMANCE or who are evaluated as UNACCEPTABLE will not be considered during the Evaluation Process. Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

It is intended that the Technical proposals and Business proposals are evaluated by a technical evaluation team and business evaluation team, respectively. The technical evaluation team is comprised of parties with expertise in fingerprint technologies. The City intends to evaluate the proposals generally in accordance with the criteria itemized above.

#### Vendor Product / Solution Demonstrations

Up to 6 of the firms with the highest scoring proposals will be invited to San Francisco to provide a demonstration and familiarization of their product/solution to the evaluation teams and/or members of the SFPD-FSD and other local users. Demonstrations are scored through a set of standard criteria applied to each proposer.

#### Vendor Oral Interviews

Up to 6 of the firms with the highest scoring proposals will be invited to San Francisco for oral interviews with the evaluation teams and/or members of the SFPD-FSD and other local users. Oral interviews are scored through a set of standard questions applied to each proposer.

Note: the SFPD intends to conduct the demos and oral interviews at the same time.

#### Proposal Selection(s)

The selection(s) is made by a selection committee comprised of members of the City and County of San Francisco. The committee reviews a combination of the scores of up to six of the highest scoring proposals, the demonstration evaluations and the oral interview evaluations to select the vendor(s) who will enter contract negotiations.

## 6 CONTRACTUAL ITEMS

The following section includes SFPD and CCSF required contract language and conditions.

### 6.1 TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

#### A. Contract Award

The SFPD-FSD will select a proposer with whom SFPD-FSD staff shall commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the SFPD-FSD in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

**B. Errors and Omissions in RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify SFPD-FSD, via the identified email address, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for submission of proposals. Proposers bear the risk of delayed delivery by e-mail (note 13MB email system message limit). Modifications and clarifications will be made by addenda as provided below.

**C. Inquiries Regarding RFP**

Any requests for information concerning the RFP, whether submitted before or after the pre-proposal conference must be by e-mail to:

[ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org) and any substantive replies will be posted on the CCSF OCA public bid website. No questions or requests for interpretation will be accepted after April 14, 2009, 5:00 PM PDT. Proposers bear the risk of delayed delivery by e-mail (note 13MB email system message limit).

**D. Objections to RFP Terms**

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

**E. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing Change Notices, that will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer consult the website frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Change Notices.

([http://www.sfgov.org/site/dbi\\_index.asp](http://www.sfgov.org/site/dbi_index.asp))

**F. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

**G. Revision of Proposal**

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

**H. Errors and Omissions in Proposal**

Failure by the SFPD-FSD to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

**I. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

**J. Proposer's Obligations under the Campaign Reform Ordinance**

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- The officer's re-election campaign
- A candidate for that officer's office
- A committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

#### **K. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

#### **L. Public Access to Meetings and Records**

If a proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the proposer must comply with Chapter 12L. The proposer

must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to proposer's meetings and records, and (2) a summary of all complaints concerning the proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in proposer's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

#### **M. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

#### **N. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

#### **O. Local Business Enterprise Goals and Outreach**

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance") shall apply to this RFP.

##### **1. LBE Sub-consultant Participation Goals**

The LBE sub-consulting goal has been waived.

##### **2. LBE Bid Discount**

The City strongly encourages proposals from qualified LBEs. Pursuant to Chapter 14B, the following rating discount will be in effect for the award of this project for any proposers who are certified by HRC as a LBE, or joint ventures where the joint venture partners are in the same discipline and have the specific levels of participation as identified below. Certification applications may be obtained by calling HRC at (415) 252-2500. The rating discount applies at each phase of the selection process. The application of the rating discount is as follows:

- a. A 10% discount to an LBE; or a joint venture between or among LBEs; or
- b. A 5% discount to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%; or
- c. A 7.5% discount to a joint venture with LBE participation that equals or exceeds 40%; or
- d. A 10% discount to a certified non-profit entity.

If applying for a rating discount as a joint venture: The LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

#### **HRC Forms to be submitted with Proposal**

All proposals submitted must include the following Human Rights Commission (HRC) Forms contained in the HRC Attachment 2: 1) Form 2A, HRC Contract Participation Form, 2) Form 3, HRC Non-Discrimination Affidavit, 3) Form 4, HRC Joint Venture Form (if applicable), and 4) Form 5, HRC Employment Form. If these forms are not returned with the proposal, the proposal may be determined to be non-responsive and may be rejected.

Please submit only two copies of the above forms with your proposal. The forms should be placed in a separate, sealed envelope labeled HRC Forms.

If you have any questions concerning the HRC Forms, you may call Preston Tom, the Human Rights Commission Contract Compliance Officer at 650-821-7796.

## **6.2 CONTRACT REQUIREMENTS**

### **A. STANDARD CONTRACT PROVISIONS**

The successful proposer will be required to enter into a contract substantially in the form of the Professional Services, Software License, Software Maintenance and Software Development Agreements, attached hereto as Attachment E (E-1, E-2, E-3, E-4). Failure to timely execute the

contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages. The SFPD does not intend to require a performance bond of successful vendors for this RFP project.

Proposers are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits, (§34 in the Agreement); the Minimum Compensation Ordinance (§43 in the Agreement); the Health Care Accountability Ordinance (§44 in the Agreement); the First Source Hiring Program (§45 in the Agreement); and applicable conflict of interest laws (§23 in the Agreement), as set forth in paragraphs B, C, D, E and F below.

## **B. INSURANCE**

### **1. General**

Section 23, “Insurance,” contains information regarding the standard types of insurance the City requires for professional services contracts. Although this Section says the certificate and endorsement must be submitted before work begins on the contract, in fact the City needs those documents before we can sign the contract. DTIS recommends that you review the contract’s insurance section with your insurance broker as soon as the City begins negotiating the contract with you.

### **2. Certificate**

On the certificate, please have the following show in the Certificate Holder box at the lower left:

City and County of San Francisco  
San Francisco Police Department  
850 Bryant Street  
San Francisco, CA 94103

### **3. Endorsement**

The insurance certificate serves only as information. The endorsement form is the legal document that adds the City as an additional insured for General Liability and Auto Liability. It may take several weeks for your insurance broker to furnish an endorsement. Please include **only** the following language on the endorsement relating to the City, naming as the additional insured:

**“The City and County of San Francisco, its officers, agents and employees”**

Please be sure the endorsement contains the following:

- Policy number
- Name of the insurance company
- Date of the endorsement



Do not have any of the following appear on the endorsement:

- Name of any City department
- Address of any City office

#### **4. Waivers**

If a particular type of insurance coverage (G/L, Auto, or W/C) is not appropriate for the contract, it can be waived by the City's Risk Manager. For example, if a contractor will neither operate its own vehicles or nor lease vehicles in connection with a City contract, then the contractor can request the City to waive Automobile Liability coverage. If the waiver is granted, it becomes an Appendix to the contract.

#### **C. NONDISCRIMINATION IN CONTRACTS AND BENEFITS**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the HRC's website at [www.sfhrc.org](http://www.sfhrc.org).

#### **D. MINIMUM COMPENSATION ORDINANCE (MCO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements. For the contractual requirements of the MCO, see §43 in the Agreement.

For the amount of hourly gross compensation currently required under the MCO, see [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco). Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract.

Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

#### **E. Health Care Accountability Ordinance (HCAO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at [www.sfgov.org/olse/hcao](http://www.sfgov.org/olse/hcao).

**F. First Source Hiring Program (FSHP)**

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at [www.sfgov.org/moed/fshp.htm](http://www.sfgov.org/moed/fshp.htm) and from the First Source Hiring Administrator, (415) 401-4960.

**G. Conflicts of Interest**

The successful proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.

**6.3 PROTEST PROCEDURES**

Individuals who will perform work for the City on behalf of the successful proposer might be

**A. Protest of Non-Responsiveness Determination**

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a notice of protest by e-mail at [ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org). Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The protestor bears the risk of delayed delivery by e-mail. The notice of protest must include a statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be sent by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFQ provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

**B. Protest of Contract Award**

Within five working days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another proposer for award may submit a notice of protest by e-mail at [ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org). Such notice of protest must be received by the City on or before the fifth working day after the City's issuance of the notice of intent to award.

The notice of protest must include a statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be sent by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

### C. Delivery of Protests

All protests must be received by 5 p.m. on the dates noted above, and the protestor bears the risk of delayed delivery by e-mail. The time-stamp in the City's e-mail system will determine whether the protest was timely filed. *If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest.* Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be e-mailed or delivered to:

Cydne L. Holt, PhD  
Director, Forensic Services Division, Room 400  
San Francisco Police Department  
850 Bryant Street  
San Francisco, CA 94103  
[ABISrfp@sfgov.org](mailto:ABISrfp@sfgov.org)

## 6.4 ATTACHMENTS LIST

### 6.4.1 ATTACHMENT A: RFP QUESTION & ANSWER SUBMISSION TEMPLATE

### 6.4.2 ATTACHMENT B: PAST PERFORMANCE SUBMISSION TEMPLATE

### 6.4.3 ATTACHMENT C: HRC ATTACHMENTS 2

HRC Attachments 2: Requirements for Architecture, Engineering, & Professional Services, Contracts, Proposers must submit the following forms:

- Form 2A HRC Contract Participation form
- Form 3 HRC Non-discrimination Affidavit
- Form 5 HRC Employment form

Forms available from the link below:

<http://www.sfgov.org/site/uploadedfiles/sfhumanrights/db/HRC%20Attach%20%20AEPS%200107.doc>

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#### 6.4.4 ATTACHMENT D: STANDARD FORMS

Standard Forms: Listing and Internet addresses of Forms related to:

- Taxpayer Identification Number and Certification
- Business Tax Declaration
- Chapters 12B and 12C, and 14B of the S.F. Administrative Code

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#### 6.4.5 ATTACHMENT E: SAMPLE AGREEMENTS

##### E.1 Sample –Professional Services Agreement P-500

This skeleton contract is provided to only acquaint potential contractors with the standard terms and conditions usually applicable to this type of City contract. Do not complete or submit this document with your proposal.

##### E.2 Sample – Software License Agreement P-545

This skeleton contract is provided to only acquaint potential contractors with the standard terms and conditions usually applicable to this type of City contract. Do not complete or submit this document with your proposal.

##### E.3 Sample – Software Maintenance Attachment P-540

This skeleton contract is provided to only acquaint potential contractors with the standard terms and conditions usually applicable to this type of City contract. Do not complete or submit this document with your proposal.

##### E.4 Sample – Software Development Agreement P-542

This skeleton contract is provided to only acquaint potential contractors with the standard terms and conditions usually applicable to this type of City contract. Do not complete or submit this document with your proposal

## 7 ATTACHMENT A: QUESTION/ANSWER FORMAT

<b>San Francisco Police Department – FSD ABIS RFP Q&amp;A Submission</b>			
Submit to: <a href="mailto:ABISrfp@sfgov.org">ABISrfp@sfgov.org</a>		<input type="checkbox"/>	Technical Volume
		<input type="checkbox"/>	Business Volume
Submitting Organization			
Contact Lead		<b>For SFPD Only</b>	
Position			
Phone (Office)			
Phone (Mobile)			
Email			

Volume		Section/Page		Question
Tech.	Bus.	Sec.	Page	

Volume		Section/Page		Question
Tech.	Bus.	Sec.	Page	

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Volume		Section/Page		Question
Tech.	Bus.	Sec.	Page	

## 8 ATTACHMENT B: PAST PERFORMANCE

Offerors of CLIN 0, 1, 2, 5 and/or 6 are required to provide SFPD-FSD with a minimum of two Past Performance citations as defined in Section 4.2. Past Performance Citations are limited to five (5) pages per citation. Solution and/or other technical material may be included. No marketing material should be included.

San Francisco Police Department – FSD ABIS RFP Past Performance Citation			
Offeror Organization			
Contact Lead		For SFPD Only	
Position			
Phone (Office)			
Phone (Mobile)			
Email			

### Past Performance Citation

Customer		Project Name:
Customer Contact		Project Lead:
Position		
Phone (Office)		
Phone (Mobile)		
Email		

Project Prime:		
Project Value:		
Offeror Role:		
Can SFPD contact the Prime?		<input type="checkbox"/> Yes <input type="checkbox"/> No

Question
1. Describe the Overall Project, Customer Objectives, Project Size, and Current Status.
2. Describe the Role of the Offeror on this Project. Include Product, Technology, Task Management, Professional Services, and Support tasks/efforts supporting this project.
3. Describe how the Offerors role/success on this project best supports minimizing risk to SFPD for the SFPD-FSD ABIS RFP.

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